



COD Processing Update

May 20, 2011

NEWS/UPDATES

• **Prior Year (2009-2010 through 2010-2011) Pell Grant Awards Incorrectly Rejecting for Edit 67 (05/20/2011)**

Federal Student Aid has discovered an issue when a school submits a maintenance record for a Pell Grant award that was previously submitted and accepted with the Additional Eligibility Indicator (AEI) set to "True." If the school submits a Pell Grant maintenance record for these awards, but does not include the AEI tag set to "True" again (even though it is not required), the school will receive COD Reject Edit 67 (Invalid Disbursement Amount). This issue has been occurring since May 15, 2011 and impacts maintenance records to Pell Grant awards in award years 2009-2010 and 2010-2011.

Federal Student Aid is working on a fix for the issue and expects to resolve it as soon as possible. In the meantime, for prior year Pell Grant awards that previously included the AEI set to "True," a school must include the AEI set to "True" in the maintenance record.

• **2010-2011 National SMART Grant Deobligation Due To No Corresponding Pell Grant Warning Message (05/17/11)**

On May 16, 2011, Federal Student Aid began processing a message to schools that have reported 2010-2011 National Science and Mathematics Access to Retain Talent Grant (National SMART Grant) actual disbursements for a student who does not have a 2010-2011 Federal Pell Grant (Pell Grant) actual disbursement recorded in the COD System. The message is a warning that these disbursements will be considered overawards and reduced to a zero dollar amount (\$0.00), even if the disbursements were previously accepted in the COD System. The reduction of the affected disbursements is scheduled to occur on May 31, 2011.

Federal Student Aid sent the May 16, 2011 warning message to schools' Student Aid Internet Gateway (SAIG) mailboxes in the message class SGTX11OP. Additionally, Federal Student Aid sent a file of student records reported to the COD System that do not have a corresponding 2010-2011 Pell Grant actual disbursement in the Reconciliation Report message class SGRC11OP. Schools that receive the warning message should review the accompanying Reconciliation Report and, if applicable, report 2010-2011 Pell Grant disbursements for affected students before May 31, 2011.

Note Regarding Exception Process for No Corresponding 2010-2011 Pell Grant Due to R2T4 Calculation:

Some of the student records included in the Reconciliation Report may be for students who do not have a corresponding Pell Grant for the 2010-2011 Award Year due to the documented full repayment of the Pell Grant as a result of a Return of Title IV Funds (R2T4) calculation. A school can inform Federal Student Aid of the student records to which this exception applies by calling the COD School Relations Center by May 27, 2011. A customer service representative will collect the following information from the school via the phone:

- School's Name
- School's Pell ID and G5 Award Number
- Student's First and Last Names
- Student's Social Security Number (SSN)
- Student's Grade Level



- National SMART Grant Award ID
- National SMART Grant Award Amount
- National SMART Grant Award Year-to-Date Disbursement Amount

Upon notification that an R2T4 exception applies, Federal Student Aid will exclude the applicable student records from the reduction scheduled for May 31, 2011.

For complete information, refer to [the May 17, 2011 Electronic Announcement](#) that is posted on the Information for Financial Aid Professionals (IFAP) Web site. If you have questions about the warning message or need to report an R2T4 exception (by May 27, 2011 as explained above) contact the COD School Relations Center.

CURRENT ISSUES

DIRECT LOANS

Subsequent Direct PLUS Loan Request Issue- Some Borrowers Can't Move to Step 2 (05/20/11)

Federal Student Aid has identified an issue in which some borrowers are not able to complete a Direct PLUS Loan Request via the [StudentLoans.gov Web site](#). After completing the required information for Step 1 of the process and clicking "Continue," the page reloads, but does not advance to Step 2. The borrower receives no error message and is unable to complete the rest of the application.

Currently, this issue impacts a very limited number of borrowers who have Driver's License information that includes special characters accepted and stored on the COD System (the Driver's License information was likely populated when a Master Promissory Note was completed or when a Direct Loan award was submitted) and is then trying to complete a Direct PLUS Loan Request.

Federal Student Aid is working on a fix for this issue and plans to implement it as soon as possible. In the meantime, if a borrower reports this issue, the school should contact the COD School Relations Center for further assistance.

Federal Student Aid regrets any inconvenience to our StudentLoans.gov customers. If you have questions, contact the COD School Relations Center.

GRANTS

There are no Grant specific issues to report at this time.

REMINDERS

Impact on COD Processing May 22, 2011 (05/18/11)

Federal Student Aid is planning several system maintenance activities on May 22, 2011. In addition, the Student Aid Internet Gateway (SAIG) will be unavailable from 3:00 A.M. until 11:00 A.M. (ET) due to its regular Sunday morning maintenance. These activities will result in outages of certain COD System functionality for a period of time.

An explanation of how these activities will impact COD System availability and processing follows below. Please review this information to determine if processing at your school will be affected.

Extended COD System Maintenance

From 1:30 A.M. (ET) until 11:00 A.M. (ET) on Sunday, May 22, 2011—

- Users will not be able to submit or retrieve data via the [COD Web site](#).
- An individual will not be able to complete online Direct Loan Entrance Counseling, complete a new Master Promissory Note (MPN) electronically, complete a Direct PLUS Loan Request electronically, endorse a Direct PLUS Loan electronically or view loan correspondence via the [StudentLoans.gov Web site](#).



- An individual will not be able to complete TEACH Grant Initial and Subsequent Counseling, complete a new TEACH Grant Agreement to Serve (ATS), or retrieve an existing ATS via the [TEACH Grant Web site](#).
- Batches submitted by schools via the SAIG will be held or schools will receive an error message informing them that the SAIG is unavailable and that the data must be transmitted at a later time.

Contact Information

Federal Student Aid appreciates your patience and understanding as it completes this important activity. If you have any questions about the COD System, the StudentLoans.gov Web site, or the TEACH Grant Web site, contact the COD School Relations Center. If you have any questions about the SAIG, contact CPS/SAIG Technical Support at 800/330-5947 or by e-mail at CPSSAIG@ed.gov.

COD Computer-Based Training (05/20/11)

Federal Student Aid takes this opportunity to remind the community of the availability of the COD Computer-Based Training (CBT). The COD CBT includes enhancements that have been made to the COD System, the [COD Web site](#), and associated Web sites and software products through June 26, 2010.

The COD CBT consists of component simulations and CBTs. Each COD CBT component is explained below. The electronic files associated with each component, as well as information about downloading and navigating the COD CBT, are available on the Information for Financial Aid Professionals (IFAP) Web site. Under the “Tools for Schools” section on the home page, click on [COD Computer-Based Training](#).

If you have questions or comments about the COD CBT, contact the COD School Relations Center at 800/474-7268 for Grants or 800/848-0978 for Direct Loans. You may also e-mail CODSupport@acs-inc.com. If you e-mail your question or comment, please include “COD CBT Question/Comment” in the subject line.

Sending Addresses for U.S. Territories and Foreign Countries on the Common Record or the COD Web site (05/20/11)

When submitting student or borrower addresses or address changes to the Common Origination and Disbursement (COD) System, it is important that the correct tags are used, particularly when the student or borrower address is located in a U.S. Territory or Foreign Country. If these addresses are not submitted correctly, important correspondence from the COD System and the federal loan servicers is delayed or not received.

- When a student or borrower address is located in a U.S. Territory it is considered a domestic address. Do not submit a Country Code.
- When a student or borrower address is located in a Foreign Country, it is treated as a foreign address.

See below for the correct procedures for submitting U.S. Territories and Foreign Country addresses via the Common Record batch submission or COD Web site.

Submitting Addresses for U.S. Territories and Foreign Countries via the Common Record

When creating or updating a person record via the Common Record batch submission, a school should send the address block with the following tags:

Schema Version	Included Tags for Domestic Address, including U.S. Territories	Excluded Tags for Domestic Address, including U.S. Territories	Included Tags for Foreign Addresses
3.0c or 3.0d	<AddressLine> <City> <StateProvinceCode> <PostalCode>	<StateProvince> <CountryCode>	<AddressLine> <City> <StateProvince> (Optional) <PostalCode> (Optional) <CountryCode>



Submitting Addresses for U.S. Territories and Foreign Countries via the COD Web site

When creating or updating a person record on the COD Web site, a school should select the U.S. Territory from the dropdown box in the State/Province field. A school should select the Country field as “Blank”.

A complete list of State Codes (including U.S. Territories), Jurisdictions, and Country Codes are provided in Volume VI, Section 4 of the [2010-2011 COD Technical Reference](#). If you have questions about this information, contact the COD School Relations Center.

Reminder – No Pell Grant Initial Authorization for 2011-2012 Award Year (05/12/11)

Federal Student Aid reminds schools that there will be no Initial Authorization for the Pell Grant Program for the 2011-2012 Award Year. Schools will receive a Current Funding Level (CFL) based on the accepted and posted actual disbursement records that they submit to the COD System.

The COD System began processing actual disbursements for the 2011-2012 Award Year on February 21, 2011. As a reminder, actual disbursements can only be submitted up to 7 days before the disbursement date.